

The IPN DISPATCH



IPN Monthly Dispatcher Update

January 2019

DISPATCHER OF THE MONTH

We are pleased to announce WSC247 as this months Dispatcher! We thank you for your dedication to making IPN #1 in the industry!

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

IN THIS ISSUE

Avoid Generalizing Alerts
Monthly Stats
Welcome New Dispatchers
Dispatcher Photos

2019 IPN T-SHIRT

This year's t-shirt design offers a tribute to our fallen Police Officers. Sadly, line of duty deaths are increasing and it affects all of us who work with and know these officers. Show your support of the law enforcement community and order yours.

S-XL \$19

3XL \$22

2XL \$21

4XL \$23

Pricing includes USPS shipping. The heather gray material is pre-shrunk, Gildan Ultra Cotton.

Dispatchers can redeem points for a t-shirt at incidentpage.net/members/rewards.html. To pay by credit card, email support@incidentpage.net with your size and credit card number, card expiration date, the name on the card, and 3 or 4 digit code.



*Left: Front on Upper Left
Below: Centered on Back*



GENERALIZATION, IN GENERAL, IS BAD

As everyone is aware, the Quality Assurance team reviews each and every page for quality and content. Points are awarded based on the details that you provide. The majority of the time, our dispatchers are on point and the information is perfect. Other times, it seems as if some folks are going through the motions in an effort to earn points. While we do appreciate your efforts, why not send a great page and earn more points? To illustrate what may be sent versus what should be sent, take a look at these three examples:

Traffic: Units o/s MVA Unj Injury, Unk Roadblock

This is perhaps the most ambiguous and annoying notification that can be sent. Sure, you may get a point for taking the time to send it but without proper verification and details, the page lacks credibility. The QA Team starts plucking away points without proper narratives: What agency arrived? How many vehicles are involved? Number of injuries? Are lanes blocked? Our members want the juicy details. Remember, if it truly is a traffic problem then the wreck will still be there when the responding unit does the size up. Just wait a moment for the details and get more points.

Trauma Alert: EMS o/s Traumatic Injury

By definition, the word Trauma applies to all injuries and doesn't necessarily indicate a serious wound. The blanket phrase Traumatic Injury should never be used because it is generic and non decisive. Instead, consider entering exactly what the units on scene report. Perhaps something to the effect of "Multi Systems Trauma"; "Arterial bleed by Chainsaw"; or "Trauma Alert from a 30 foot fall." It is important to note that while Trauma Code and Trauma Alert are patient conditions, the phrase Traumatic Injury means nothing.

Hazmat: FD o/s Gas Leak

By itself, this report has no meaning. It is not a page-able situation unless it affects traffic. Nana may have been making a stew and the pilot light went out. Though it is technically a gas leak, this is a minor occurrence that should never be transmitted to IPN. Our emergency services respond to countless minor gas leaks like this. IPN only allows gas leaks that hit predetermined benchmarks. Instead of using the catch all "Gas Leak" in your narrative, it is best to include more detail. For example, "Crew digging ruptured a 2 inch gas main" or "FD metered building with high levels of gas, starting evacuation".



CON | Wolcott, CT (New Haven County) | 1 Alarm Fire | 453.5125 | 697 Woodtick Rd | Car 41 o/s fully involved 1.5 story dwelling | CON203 | 11:47

Photo by Rick Kulmann

MONTHLY STATS

The month of November was very productive system wide. It was the fourth time this year that our call volume was over 19,000. It takes an army to get this job done and it takes IPN dispatchers to get it done right!

Thanks to each and every one of you for taking time out of your day to make it happen.

In the top three we have the usual characters with Florida and New York jumping back in the top two spots. While California continues to be busy, these other two states were busier. The combined effort of these three states produced 6,954 notifications in just one month... Wow!

Illinois, Maryland and Pennsylvania turned up the volume in November. Maryland and New Jersey reappeared after a short break. **New Jersey and Ohio tied for ninth place, sending 674 alerts each. Just goes to show you that **every page counts**.

January	February	March	April
Florida	Florida	Florida	Florida
New York	New York	New York	New York
California	California	California	California
Mass	Mass	Mass	Mass
Illinois	Pennsylvania	Maryland	Pennsylvania
Pennsylvania	Maryland	Pennsylvania	Texas
Maryland	Ohio	Texas	Maryland
Texas	Texas	Illinois	Illinois
Ohio	Illinois	Ohio	Ohio
New Jersey	New Jersey	New Jersey	No Carolina
May	June	July	August
Florida	Florida	New York	Florida
New York	New York	Florida	New York
California	California	California	California
Pennsylvania	Pennsylvania	Pennsylvania	Illinois
Maryland	Illinois	Mass	Mass
Illinois	Mass	Texas	Pennsylvania
Mass	Maryland	Illinois	Texas
Texas	Texas	Maryland	Ohio
Ohio	Ohio	Ohio	Maryland
Wisconsin	New Jersey	Arizona	Arizona
September	October	November	
Florida	California	Florida	
New York	Florida	New York	
California	New York	California	
Mass	Mass	Mass	
Pennsylvania	Maryland	Illinois	
Texas	Illinois	Pennsylvania	
Illinois	Texas	Texas	
Ohio	Ohio	Maryland	
Maryland	Pennsylvania	Ohio **	
Arizona	Wisconsin	New Jersey **	



12-26-2018 14:21 | Wylie |
 1 Alarm Fire| Ops 3| 3500 Catalpa
 Dr| FD on scene 2 story residence
 fire showing from roof. Possible
 lightning strike. | DFW098

Photo by Rick White



12-22-2018 12:47| Chicago| 2 Alarm Fire| 477.7875| 6417 N Ravenswood ave|U/D: 215 req 2-11 alarm for hvy fire in a 300 x 300 commercial complex. Defensive ops.| ILL066

Photo by Bob Altwasser

WELCOME NEW DISPATCHERS!

IPN welcomed 12 new dispatchers in December. Please take a moment to say hello if you see them in chat. All new dispatchers are reminded to take a few minutes with the guidelines and category definitions prior to sending calls. Multiple guideline infractions will result in your account being locked. We don't want that so please take a little time and learn what is expected.

CON095 Todd	NJY318 - Connor
FLA065 - Mark	PEN109 - Austin
FLA124 - Sean	PEN125 - Scott
HWI016 - Steve	PEN302 - Christian
LAX006 - Christian	OHI103 - Stephan
NJY034 - Nicholas	WAS044 - David

CONTACT US

Please send us your article suggestions, incident photos, input, and feedback. We want to hear from you and share it with other dispatchers!

Remember, this is YOUR newsletter!

Newsletter Story & Photo Submission:

newsletter@incidentpage.net

General Support:

support@incidentpage.net

Dispatcher Admin Office:

1900 Weld Blvd, Suite 105
El Cajon, CA 92020

QUICK LINKS

[Like us on Facebook](#) 
[Follow us on Twitter](#) 
[Past Newsletters](#)

HOTLINE INFO REMINDER

Provide all necessary information.
Spell street names and towns.
Text: hotline@incidentpage.net
Toll-free Phone: 1-888-339-8259